# Alarm Box

## Troubleshooting Guide

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# Visual Merchandising Standards Guide

## Alarm Boxes

### General Alarm Box Guidelines and Troubleshooting

Setting up alarm boxes correctly reduces faulty and phantom alarms. Follow these guidelines when handling alarm boxes to ensure the best customer experience.

- All alarm boxes in the store should utilize the current standard T-505.
- Disarm alarm box before connecting or disconnecting any cable or shunt plug by turning the key. Remember to remove the key from the alarm box after all cables are plugged in.
- Insert Smart Sign security cables and demo product security cables on opposite sides of the Alarm Box to avoid phantom alarms.
- Always plug a Shunt Plug into unused alarm box sockets to keep dust from settling in the socket.
- When the alarm box beeps periodically, batteries need to be changed.
- If a security cable becomes unusually sensitive, check the socket by plugging in another security cable in that socket. If that solves the issue, exchange the security cable that caused the issue. If the problem persists, this indicates a faulty socket. Replace the alarm box in this case. Follow the same method if the alarm is not activated when pulling a security cable from the socket.

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## Alarm Box with Batteries and AC Power Adapter

## Testing Ports and Identifying Issues

When an alarm box is set up using batteries and the power adapter, all active cables will stay illuminated when armed. The ports with shunt plugs will also remain illuminated. If an alarm cable has been cut, separated from demo product, or if the cable is not functioning properly, the light on that port will go dark.

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## Alarm Box with Batteries Only

## Testing Ports and Identifying Issues

If the alarm box is not plugged into power, none of the port lights will be illuminated when the box is engaged.
To test the cables for being intact and live, turn the key 90º to disengage, then back to reengage. The lights of the active ports will flash briefly and then again go dark. The light of the inactive cable will remain dark.

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## Shunt Plugs

## Port Maintenance and False Alarm

Shunt plugs are used to keep dust out of unused ports. They also can prevent phantom alarms. A phantom alarm is when an unused port sets off the alarm box.

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# Resources

## Need Help?

### Contacts

- Merchandising Mentors are store employees considered experts in all areas of Merchandising. A list of Global Merchandising Mentors is available on RetailMe.
- The Merchandising Field Team works to ensure consistency in all stores. Please reach out to visualmerchandising@apple.com with any questions or feedback. Be sure to include pictures from your store where appropriate.
- For questions about supplies and ordering, please contact retailsupply@apple.com
- For imaging related issues, please contact retailtechnology@apple.com

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